

LATE COMMENT TO DOCKET 05-321 Closed Captioning

robinkrout@hotmail.com wrote on 1/15/2006 3:08:04 PM :

I'd like to comment to you all on some Captioning concerns.

First of all, while I often have workshops in my community, I can see why consumers get so flustered and don't report captioning errors. It would be nice if there was a way by remote control that they could just push a violation button and cable could record that event around that time. Consumers don't know who to go to for captioning violations.

I have gone directly to my Local Cable Operator and they seem to blame the video programming provider. Most of the time, my cable company tells me they have no clue who I should contact. I've asked them for contact information and they tell me they don't have any. How am I to write to them directly if I have no way of knowing how to contact them? It can take up to an hour just to get the right person via Relay.

I think that maybe our cable providers should be providing deaf and hard of hearing people with contact information. Who to contact after work hours when there are no captionings and the weather is bad, and for other disastrous reasons. I'd like to see it mandatory that they supply viewers this type of information.

Second, I would like to see that the programmers have a special telephone number for us because we do often get hung up on or given the run around as to who to speak with when there is a programming problem.

Third, I think there should be some kind of program that monitors a station's captioning so that as soon as errors start popping up (missed captioning, titles over captions, station ID over captions etc) that the monitoring programming starts documenting errors that get sent back to the FCC for analysis and evaluation, so that someone can go back and fix the problems. At the same token, this program can maybe flash some lights that alert the cable operator to the problem so that they are aware of it and can fix it.

Does anyone know of any current programs out there that will do this sort of monitoring?

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